



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Verizon North Inc.**  
**for quarter ending December 31, 2006**

<b>Out of Service More Than 24 Hours</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$2,307.35	\$1,361.90	\$6,565.75	\$10,235.00
B. Number of credits issued for repairs - 24 - 48 hours	330	194	306	830
C. Number of credits issued for repairs - 48 - 72 hours	44	32	94	170
D. Number of credits issued for repairs - 72 - 96 hours	15	10	60	85
E. Number of credits issued for repairs - 96 - 120 hours	9	7	55	71
F. Number of credits issued for repairs > 120 hours	1	4	23	28
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	1,508	1,224	3,006	1,508
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$29,633.25	\$23,214.13	\$13,475.13	\$66,323.00
B. Number of installations after 5 business days	1,011	461	435	1,907
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	111	145	82	338
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	19	541	445	1,005
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$7,520.67	\$11,850.00	\$12,773.12	\$32,143.79
B. Number of customers receiving credits	216	242	262	720
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	42	32	38	112

**Comments**